



Department of  
Alcoholic Beverage Services

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# Employee Survey Results

## May 2022



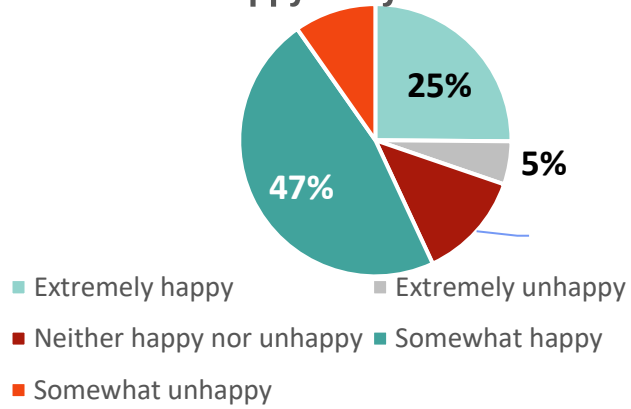
# Summary

- Total 195 responses, is significantly lower than last year (320), but still at a good 30% engagement rate
- Participants say they are:
  - **72% extremely happy/somewhat happy** at work (10% increase from last year) at work
  - **73% extremely satisfied/somewhat satisfied** with training (6% increase from last year)
  - **72% extremely good/somewhat good** work environment (6% increase from last year)
  - **80% have the tools needed** to perform their job (1% increase from last year)
- The majority of employees (99%) feel their job performance is **extremely good/somewhat good** and that their supervisor would agree (87%)
- Opportunities for improvement: monetary compensation, equipment upgrades, and improved communication
- The majority of participants (69%) feel that they are **not compensated adequately** (15% decrease from last year)
- Similar to last year, the comments, highlight the need for equipment/software, increased knowledge/training, and additional personnel.

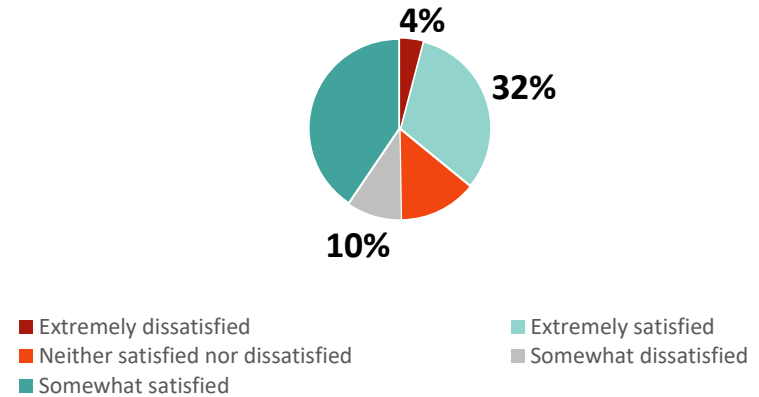


# Survey Responses Q1, Q2, Q3, and Q4

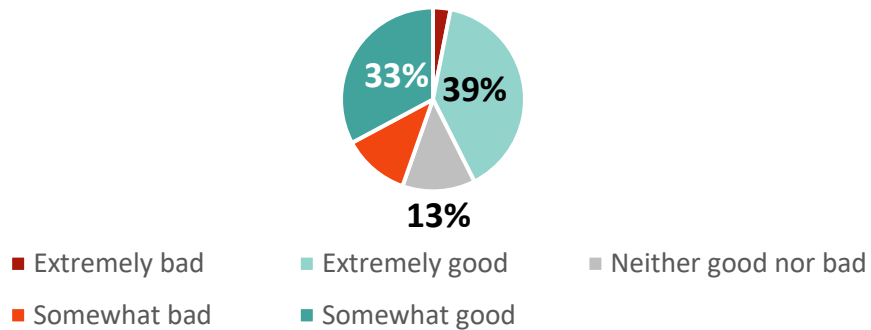
How happy are you at work?



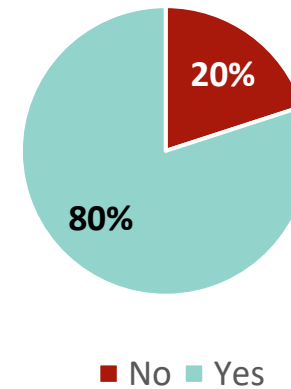
How satisfied are you with the training you received?



Overall, how would you rate your work environment?



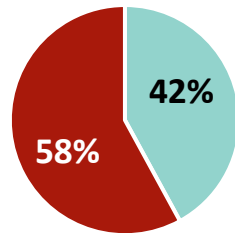
Do you have the tools to perform your job?





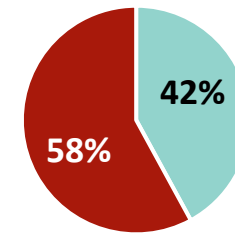
# Survey Responses Q5, Q6, Q7, and Q8

Do you feel your opinion is valued?



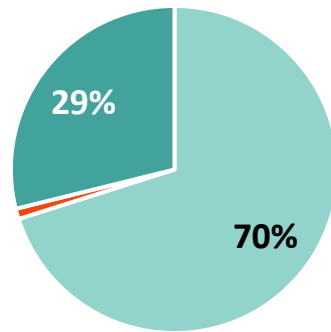
■ No ■ Yes

Do you feel your opinion is valued?



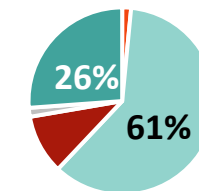
■ No ■ Yes

How would you rate your job performance?



■ Extremely good ■ Neither good nor bad ■ Somewhat good

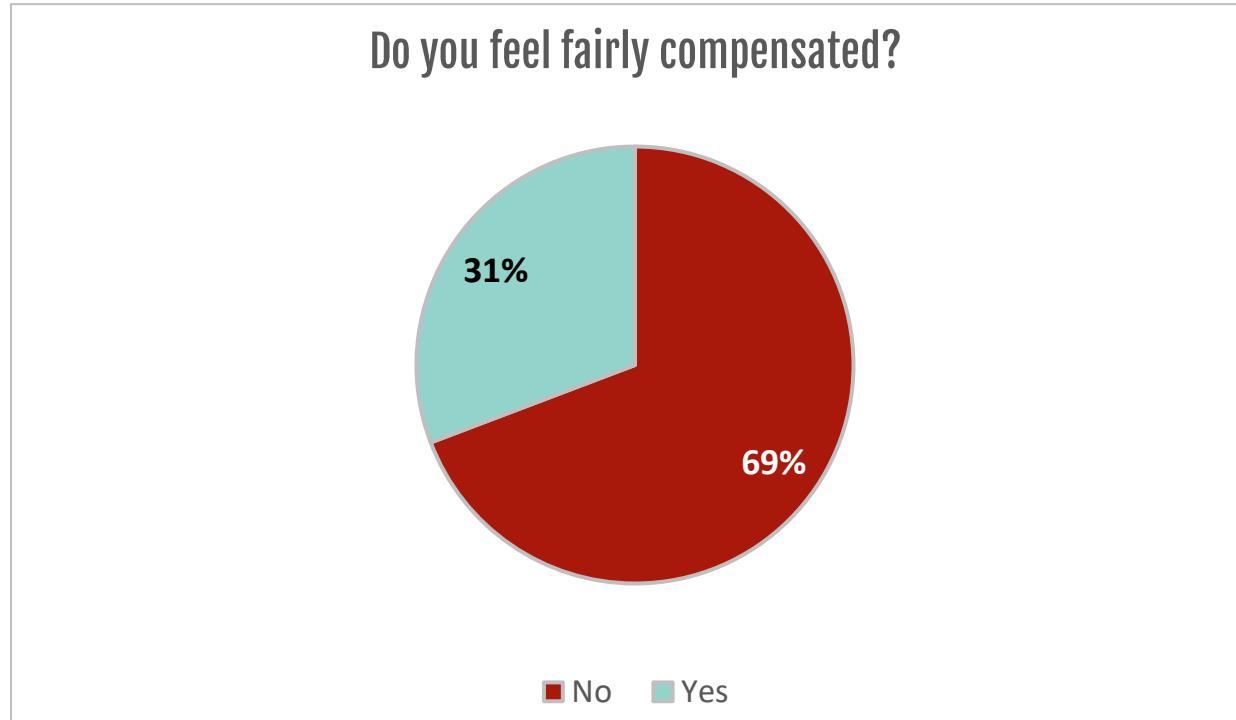
How would your supervisor rate your job performance?



■ Extremely bad ■ Extremely good ■ Neither good nor bad  
■ Somewhat bad ■ Somewhat good



# Compensation question



"Yes" increased 15% from 2021



# Baseline weighted score by question

Q1 – How happy are you at work?

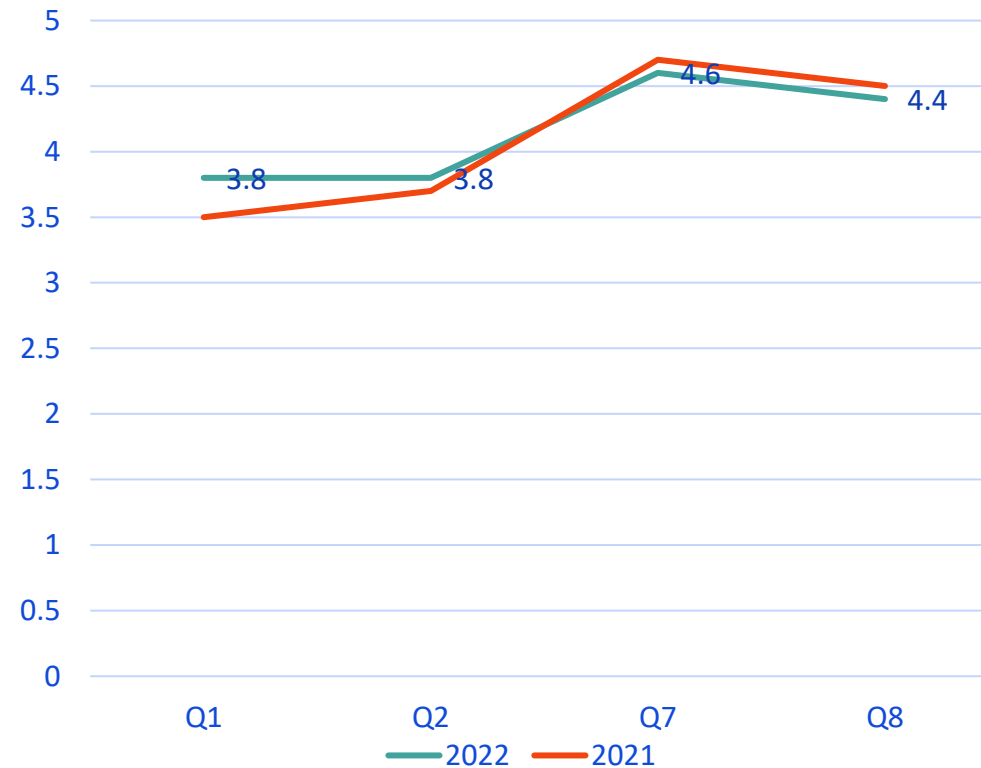
Q2 – How satisfied are you with the training you have received?

Q7 – How would you rate your job performance?

Q8 – How would your supervisor rate your performance?

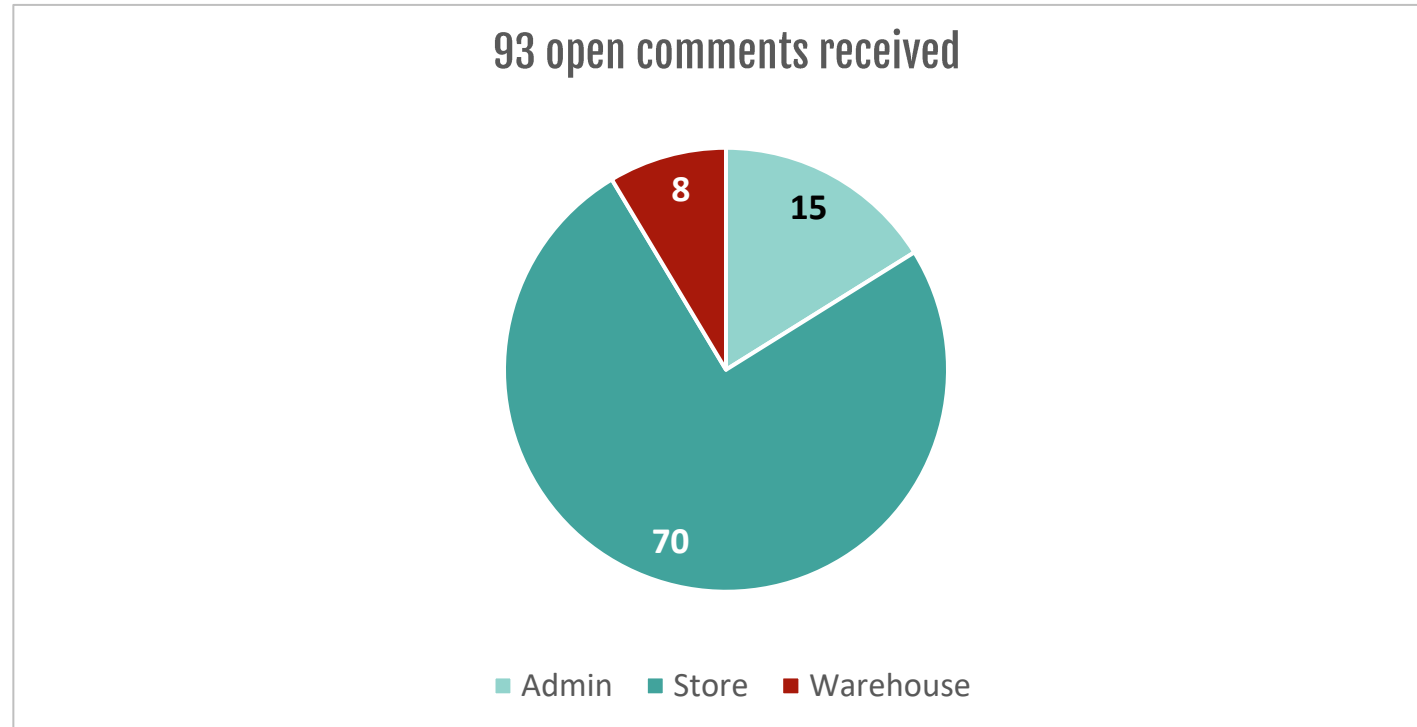
## Scale 1-5:

1 = negative response; 5 = positive response





# Total open comments



Received 58% fewer comments from last year



# Comments: What additional tools would you find helpful?

Integrity, respect, communication, consideration
Back brace, gloves etc (Store)
Be better if we can transfer stores with out it being a painful process. It's going to make me quit working for DABC
iPad and printer
We would like to check our state email from home like the regional managers do, especially 1 regional that email bombs us up until 10pm and on Saturdays. We would like to check the load size on our day off so we don't have to disturb the store.
Better technology, work gloves, cycling tools, cleaning tools, Better trucking company.
Regular Security
What if the employees could receive a little discount on purchases so we can taste more products and then be able to explain them better to our customers!
More people. Better people.
Renting a car in area.
Significantly improved POS systems! ID scanners would be great
More in-depth training.
More technology to increase effectiveness and efficiency.
Card readers that work properly; Increase staffing of competent store employees; Smart phones so that employees aren't having to supplement the State of Utah with personal cell coverage (see Peonage Laws);
Reliable computer programs (AX) and better handheld scanners. The scanners we currently have are a joke.
More staffing
Store Man Hours





# Comments: What would help improve your work environment?

Appreciate the hard and consistent work ethics one has, speak to the employees with respect and dignity. Be a superior leader by example. DON'T RETALIATE!!!!

Too noisy, stressful environment.

More of a team including higher-ups manager working together working with each other helping each other out stay stick to rules job descriptions that will apply for everyone

Other employees picking up the slack, pulling their weight, staying off there cell phones and helping out where there is a need.

Better management

Its been a very toxic environment since I first started many years ago. I have been an Assistant Manager several times over the course of 20 years and have been overseeing 4-5 different stores. Through it all, I have seen poor management team, sales clerk that are not professional to their customers nor there peers. There are designated managers or full time employees who feel the need to sit back and watch others work, while playing on their phones or taking excessive smoke breaks, or exercising favoritism towards other employees.

Consistent rules. When there is a rule and someone continuously violates it they should have some kind of discipline

Increased oversight of management.

It's negative and toxic, can sometimes feel hostile.

Have management organize meetings better. Our days are cut in half or we have reduced work weeks because we have a meeting almost every day. Work/Life balance is way off for some people. If you are a hard worker you get additional tasks added without consideration of the work load.



# Comments: How could the performance evaluation be improved?

Evaluate me on my performance not tell me I'm only satisfactory because I manage with my heart and not my head. Of course that wasn't written on the evaluation.

Improve transfer

More attention to detail and recognition for new/better contributions to the work place.

After 2 years have never seen one.

There could be a separate version to better reflect what we do at our warehouse.

To have a performance evaluation..have never had one!

Removing any part of the evaluation that I cannot control such as what inventory is coming into the store.

Remove 8 licensee training a year as this is not in the employees' control and use attendance at training that can be controlled by employees. The main focus is put on audits and not secondary assignments, however, some employees' secondary assignments end up being their primary responsibility.

I regularly refer customers to items that are on sale during the month. I have received great feed back on line. BUT, the regional director claims that this is not allowed as it apparently favors a certain product. This is ridiculous. I am merely pointing out to our customers a way to save money. If they do not wish to accept my recommendations, then it is their

Hve never had one so far in my employment nor a raise either!

If there was an understanding of what my job actually is it would help to be successful. Also, there is no forgiveness if you make a mistake.

Nobody understands what I do.

Have a manager that cares give you an honest face to face evaluation.

Actually having one instead of being given a paper with goals to sign.



# Comments: Do you have any suggestions, comments, complaints, or other feedback?

I wish professional cleaners would come in and deep clean the store quarterly, outside windows, polish to floors, spruce up the place.

With the pay increases coming in June, compensation will be more closely aligned with the local market. Thank you for the pending raises.

Raises have gotten better, but could still use some improvement. I had worked in a store while getting small raises. The raises nowadays are \$2.00 plus 3.5%. It feels unfair that my efforts went unacknowledged at the store level while newer employees reap these monetary benefits.

Job description should apply to everyone every cashier every full-time or every assistant manager and every manager equally

have asked 4 different store managers , from my store to offer a suggestion. suggestion : on the rack tags , make the notation of " each " , since everything is sold individually . Was told , great idea . That's now been 4 managers and 4 years of being advise from " DM's " and store manages that it will be instituted shortly. And you ask , " do you feel valued " seems like a simple solution and something that doesn't really have a cost associated with the addition of " each " to the front rack tag...this could be completed by the internal " IT " department.

How many time do I need to ask and be told , this can achieved and will be completed ????? Gets pretty redundant when a client is thinking the price is for the 4/6 pack is the rack tag price as shown. Whatta think ?

Talk to us and be receptive, hear us.

The pay sucks cant transfer to a different store without having to apply for it and not guarantee to get it.

We are the only state agency who cannot request time off for holidays. If we have family out of town we cannot visit them. I realize that it's the busiest time of year for us, but nevermind. This will fall on deaf ears anyway.

Better understanding and better listening when employees add their opinions and suggestions to bigger issues at the DABC.

Garda security employees should stay off their phone and help maintain a safe environment, stop acting childish and pulling pranks on us sales clerks. Better staffing, better compensation, proactive management/leaders, communication, tools and equipment.

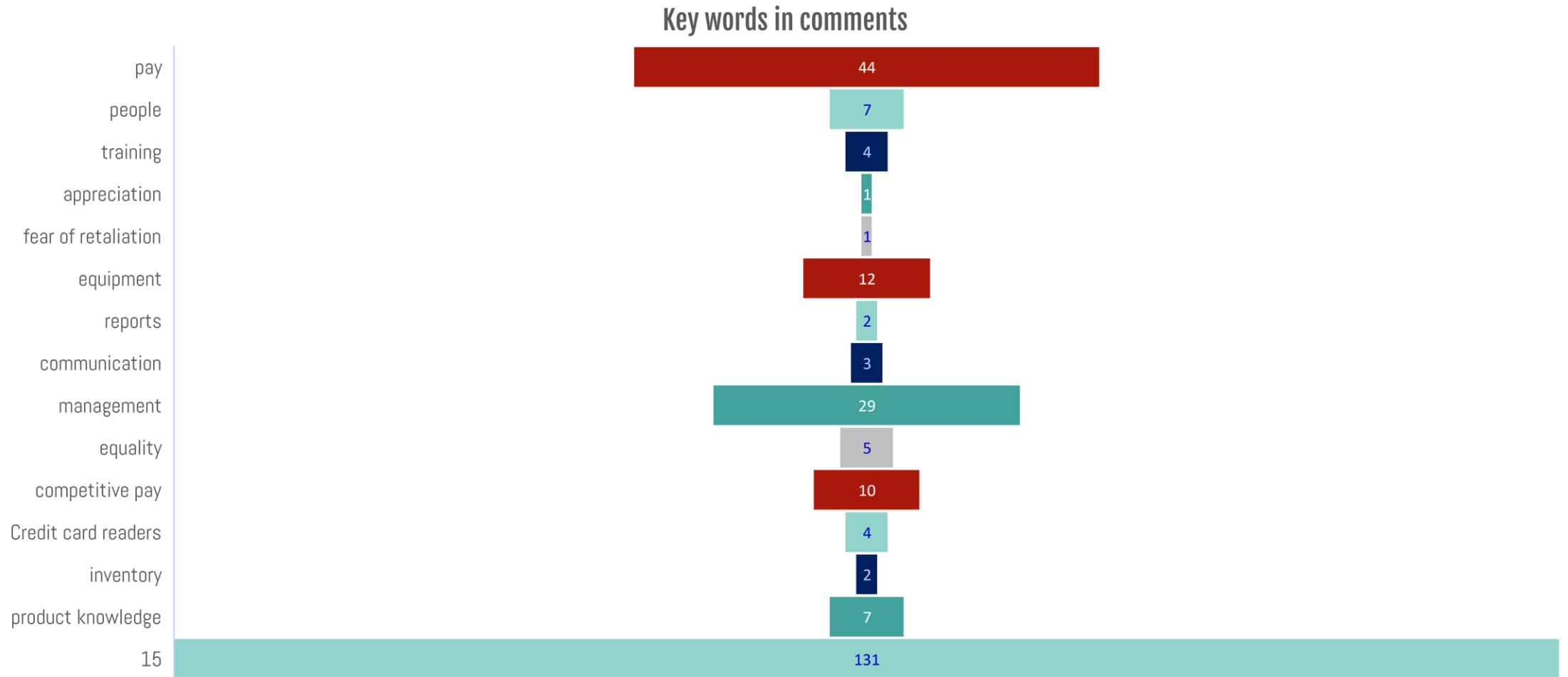
After 2 years have never gotten a performance review and/or pay raise. DABC does not compensate their employees fairly. They have to deal with intoxicated or high customers, homeless that are handing over extremely filthy cash and coins, belligerent rude customers all for low pay. This why there is such high turnover of employees.

Job descriptions should be followed by everyone that is employed

We need it to be recognized that we operate differently than stores and need to be allowed to function in ways that are more efficient for us.



# Key words in all comments....





# Possible opportunities for improvement:

